

Shubham Sharma

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SUMMARY

Experienced **Technical Support Engineer** with over **5.8 years** in managing and monitoring **AWS Cloud Infrastructure, Implementing Infrastructure as Code, optimizing CI/CD pipelines and delivering exceptional technical support to ensure client satisfaction and system reliability**. Proven ability to enhance system reliability, scalability, and security in dynamic environments. Adept at streamlining workflows and reducing operational costs through automation.

SKILLS

AWS Cloud Services: EC2, S3, EBS, EFS, VPC, IAM, Autoscaling, Load Balancing, Route 53, RDS, CloudFront and Lambda.

Infrastructure as Code (IaC): Proficient in using **Terraform and CloudFormation** for automating infrastructure deployment.

Operating Systems: Proficient in managing and administering **Linux-based operating systems**, including **Debian-based (Ubuntu) and RHEL-based (Red Hat, Amazon Linux)**.

CI/CD Pipelines and Version Control: Implement and optimized **continuous integration and deployment (CI/CD) pipelines using tools like Jenkins and Git for version control**, enabling efficient collaboration and code management in software development projects.

Containerization and orchestration: Experienced with **Docker** for containerizing applications and **Kubernetes** to orchestrate containerized workloads, optimizing scalability and resource utilization.

Scripting & Automation: Experience working on **Python** scripting skills for automation.

Tools: Skilled in using **Cloudwatch, Prometheus and Grafana** for monitoring cloud-based applications and infrastructure, troubleshooting performance issues, and ensuring reliability and observability.

EXPERIENCE

CLEAR TRAIL TECHNOLOGIES

Technical Support Engineer

NOIDA, INDIA

Nov 2021 to till date

- **Provisioned and managed** scalable **Linux and Windows EC2 instances** across multiple Availability Zones, leveraging **Auto Scaling Groups** to dynamically adjust capacity, significantly reducing costs and enhancing application responsiveness during traffic fluctuations.

- **Engineered and maintained secure, isolated network architectures** using **AWS VPC**, including custom **subnet design, security group rules, network ACL configurations** to ensure robust traffic control and compliance with organizational security policies.
- **Configured and managed AWS Load Balancers** to intelligently distribute traffic across EC2 instances, improving **application availability, fault tolerance**, and overall **system performance** under variable load conditions.
- **Strengthened cloud security posture** by implementing and managing **IAM roles, policies, and user access controls**, ensuring secure, least-privilege access to AWS resources and safeguarding critical infrastructure.
- **Designed and enforced efficient S3 storage strategies**, implementing **lifecycle management policies** to automate data transitions between storage classes like **S3 Standard and Glacier, cross-region replication**, resulting in **cost savings** and **enhanced backup reliability**.
- **Utilized Infrastructure as Code (IaC) tool Terraform** to automate the deployment, configuration, and management of scalable cloud infrastructure.
- Experienced with **Docker** for containerizing applications and ensuring availability, performance, and readiness of the **Kubernetes** infrastructure across cloud environments.

PROVAL TECHNOLOGIES

Associate Devops Engineer

NOIDA, INDIA

Jan 2020 to Nov 2021

- **Provisioned and managed Amazon EC2 instances** to support application workloads.
- **Designed and managed AWS Cloud Infrastructure using VPC, Route table, Internet Gateway, VPC Peering and NACL.**
- **Utilized Infrastructure as Code (IaC) tool Terraform** to automate the deployment, configuration, and management of scalable cloud infrastructure.

EDUCATION

B.TECH

Jaypee Institute of Information Technology, Noida

NOIDA, INDIA

Aug 2014 to May 2018